DOCUMENT RESUME

ED 143 329 IR 004 919

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TITLE	Results of the January 13, 1977 Survey of the Plainedge Community and Comparison with 1974-1976 Surveys: An Interpretive Report with Recommendations.
INSTITUTION	Plainedge Public Library, Massapequa, N.Y.
PUB DATE	23 May 77
NOTE	55p.; For related document, see ED 089 772 ; Best copy available
EDRS PRICE	MF-$0.83 HC-$3.50 Plus Postage.
DESCRIPTORS	*Community Surveys; *Comparative Analysis; Library Collections; *Library Services; *Library Surveys; Newsletters; *Publicize; Public Libraries; Questionnaires; *Use Studies
IDENTIFIERS	New York; *Plainedge Public Library NY

ABSTRACT

A nine-question survey was mailed to every fifth home in Plainedge, New York on January 13, 1977. The questionnaires were color coded according to election districts to aid in determining differences in attitudes toward, or use of, the library in relation to location, possible correlation with census data relating to education, income level, etc., or data obtained in 1974-1976 surveys. A question to determine the popularity and impact of a consumer bulletin feature in the Library's newsletter was added to the 1974-1976 questionnaire. A total of 1,186 surveys was mailed; 238, or 20.15 per cent were tabulated. Over 80 per cent of respondents thought the library collections and quality of assistance were good to excellent. Responses were also noted for services, collections, frequency of usage, and reactions to consumer bulletins. A comparison of 1974-1976 and current surveys suggested no substantive opinion change regarding the library's collections; however, there appeared a downward trend regarding the quality of assistance. Analysis of results led to the conclusions that the library should continue existing policies and public relations, but should try to determine the reasons for the downward trend in evaluation of quality of assistance. (Author/KP)

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RESULTS OF THE JANUARY 13, 1977 SURVEY OF THE PLAINEDGE COMMUNITY AND COMPARISON WITH 1974 - 1976 SURVEYS

An Interpretive Report with Recommendations

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by Joseph Eisner
Library Director

May 23, 1977

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I. METHOD

A 9-question survey was mailed to every fifth home in Plainedge on January 13, 1977. Addresses were selected based on a modified systematic sampling. The questionnaires were color-coded according to the previously existing five election districts to aid in determining if there were any differences in attitude toward or use of the Library, in relation to: 1) location; 2) possible correlation with census tract data relating to education, income level, etc.; 3) data obtained in the 1974 - 1976 surveys.

The 1977 questionnaire was identical to those used in 1974-1976, except that an additional question was added to determine the popularity and relative impact of the consumer bulletin feature of the Library's Newsletter.

1,186 surveys were mailed; 239, or 20.15% were returned. 142 of these, or 59.41% were signed.

The replies were tabulated (see Part V, Appendix I); for some questions not only the number of replies are shown for each election district, but also the percentage that these replies are of the total for that district.

II. SUMMARY OF SURVEY FINDINGS AND COMPARISON WITH 1974-1976

Of those responding to the surveys in

	1977	1976	1975	1974			
1.	89.21%	85.93%	87.07%	87.96%	thought the	adult book collection	varied from good to excellent
	72.80	70.72	70.40	73.16		children's book "	
	80.75	82.13	86.70	87.17		quality of assistance	
2.	88.96	89.35	85.61	88.49	find out about the Library's programs and services from	Library Newsletter	
	30.54	20.15	31.57	25.66		NEWSDAY	
	13.80	20.15	28.04	23.00		PLAINTALK	
	10.46	10.65	18.08	17.69		PENNYSAVER	
3.	62.34	60.46	56.09	56.63	find most useful in the Newsletter	description of services	
	63.18	47.15	52.02	50.88		program announcements	
	55.23	42.97	51.29	52.21		equipment loans	
	55.65	51.33	47.97	43.36		consumer information	
4.	67.78	63.50	64.94	67.25	like best the Library's	books	
	39.75	40.68	40.96	44.24		programs	
	25.52	16.35	19.19	24.77		equipment	
	10.04	-	-	13.00		other services	

5. Those living nearer the Library are more apt to use it once a week than those in Picken and Northedge districts, corroborating the findings in the 1974, 75, and 76 surveys and correlating with national studies regarding the relationship of distance to Library usage.

III. INTERPRETATION AND COMPARISON

A. Analysis of Results

Question 1a - Approximately how often do you use your Library?

In the 1977 survey, on a District-wide basis, the majority of respondents, 68 or 28.45%, use the Library twice a month. 18 each of these respondents were from the Eastplain or Southedge areas. In the 1976 survey, a slightly higher number of respondents, 64 or 25.40%, reported using the Library weekly, which correlated with the 1975 and 1974 surveys when 25.83% and 26.5%, respectively, reported weekly use. Most frequent users, whether weekly or twice a month, according to survey data from 1974 - 1977, are from Eastplain and Southedge, with users from Southedge always outranking Eastplain. Next most frequent users are from West.

Question 1b - If you don't use your Library as often as you'd like, please indicate reason.

Here a variety of reasons are revealed, most associated with a particular personal problem (see Tabulation, Part V, Page 2). By and large, the results are not different than those revealed in the 1974 - 1976 surveys.

Question 1c - If you use another public library in Nassau County, please indicate reason.

The reasons appear to be self-evident, and generally, not materially different than those indicated in the 1974 - 1976 surveys. For this year's responses, see Tabulation, Part V, Page 2).

Question 2 - If you have children or students in your household [indicate] a) number; b) age levels.

The 1977 survey confirms the continuing decline of the percentage of children age 0 - 18 in proportion to total population, but there may be a trend to an increase in the population of children aged 2 and under. This is consistent with the projection in the just-issued Nassau County Commission on Priorities report, Services for Children and Youth, which predicts a County-wide increase by 1985 of 28,933 in this age group, but with continuing declines in the 5-14, 15-18, and 19-22 age groups.

Question 3 - What is your opinion of your Library's a) Adult Book Collection, b) Children's Materials; c) Quality of Assistance.

a) On a District-wide basis, 95 or 39.75% rated the adult book collection excellent, while 123 or 51.46% rated the collection good. Only 7, or 2.92% rated it fair, while none rated it poor. 19, or 7.94% of the respondents did not answer this question. The highest number, 67 or 52.24%, rating the collection excellent were from Eastplain. The highest percentages rating it good were from West (57.45% or 27) and Picken (55% or 11), followed by Southedge (53.41% or 47).

In 1976, 95 or 36.13% rated the collection excellent, 131 or 49.80% rated it good, 13 or 4.94% rated it fair, while 24 or 9.13% of the respondents did not answer this question. The highest number, 32 or 34.41%, rating the collection excellent were from Southedge. The highest percentages rating it good were from Eastplain (56.25 or 36) and West (56% or 28), followed by Southedge (52.69% or 49).

A total of 218, or 89.21% rated the adult book collection either excellent or good in 1977, compared to 226 or 85.93% in 1976. (See Tabulation, Part V, Page 4, for a complete comparison of ratings from 1974 - 1977.)

b) On a District-wide basis, 84 or 35.15% rated the children's book collection excellent, while a slightly higher number, 88 or 36.82% rated the collection good. The highest percentages were from Southedge, Eastplain and West, respectively: 38.64%, 35.82% and 34.04%. The highest percentage rating it good were Northedge, West and Picken: 47.06%, 40.43% and 40%, respectively. A total of 57 or 23.85% District-wide did not answer this question.

In 1976, 88 or 33.46% rated the collection excellent, 98 or 37.26% rated it good, and 9 or 3.42% rated it fair. A total of 68 or 25.86% District-wide did not answer this question.

A total of 172, or 71.97% rated the children's book collection either excellent or good in 1977, compared to 186 or 70.72% in 1976. (See Tabulation, Part V, Page 4, for complete comparison of ratings from 1974 -1977.)

c) On a District-wide basis, a significant majority 119 or 49.79% of the respondents rated quality of assistance as excellent, while 73 or 30.54% rated it as good. 12, or 5.02% rated it as fair. while none rated it as poor. 31 or 12.97% of the respondents did not answer this question.

The percentage of respondents rating the quality of assistance as excellent was uniformly distributed over all districts, with those from Northedge (52.94%) ranking first, and those from Southedge (47.73%) ranking last.

In 1976, 128 or 48.67% of the respondents rated quality of assistance as excellent, while 88 or 33.46% rated it as good. 15, or 5.70%, rated it as fair, while 3 or 1.14 rated it as poor. 31 or 11.79% of the respondents did not answer this question. (See Tabulation, Part V, Page 4, for complete comparison of ratings from 1974-1977.)

Respondents checking "fair" or "poor" to either a), b), or c) were also asked to indicate what areas needed improvement. These comments are listed on Page 5 of the Tabulation (Appendix V).

Question 4 - How do you find out about your Library's programs and services?

An overwhelming majority, 215 or 88.96% find out about Library programs and services from the Newsletter. The highest district percentage was Eastplain, 97.01%, followed by Northedge, West, Southedge, and Picken, with 94.12%, 89.36%, 87.5% and 75%, respectively.

In the 1976 survey, 235 or 89.35% indicated the Newsletter as their prime source. The highest district percentage was Southedge, 94.62%, followed by Eastplain, West, Picken and Northedge, with 90.62%, 90%, 79.7% and 78.13%, respectively.

Question 5 - What feature of your Library's Newsletter do you find useful?

Respondents were given four choices. In the 1977 survey, percentage-wise the responses ranked in the order indicated:

a) Program announcements - 63.18% (151)

77.61% of Eastplain residents found this most useful, compared to 70.59%, 63.83%, 53.41% and 50% from Northedge, West, Southedge, and Picken. In the 1976 survey, District-wide, 47.15% (124) found this most useful.

b) Description of services - 62.34% (149)

70.21% of West residents found this most useful, compared to 64.71%, 63.64%, 56.72% and 55% from Northedge, Southedge, Eastplain, and Picken. In the 1976 survey, District-wide, 60.46% (159) found this most useful.

c) Consumer information - 55.65% (133)

76.47% of Northedge residents found this most useful, compared to 58.21%, 57.45%, 55% and 48.86% from Eastplain, West, Picken, and Southedge. In the 1976 survey, District-wide, 51.33% (135) found this most useful.

d) Equipment available - 55.23% (132)

88.21% of Northedge residents found this most useful, compared to 58.21%, 51.06% and 50% from Eastplain, West, Southedge and Picken. In the 1976 survey, District-wide, 42.97% (113) found this most useful.

Question 6 - Which of the... Consumer Bulletins in your Library's Newsletter did you find most useful? [1977]

The responses are listed in rank order:

	#	%
How Property is Assessed	117	48.95
What Can Consumers Expect in '76	97	40.59
How to Refreeze Food	87	36.40
Fall Pruning Tips	71	29.71
Tel-Med	66	27.62
Income Tax Tips	64	26.77
Women & Credit	50	20.92
Turkey	40	16.74
Liquor Converts to Metric	37	15.48
Strawberries	32	13.39

Question 6a - Have you borrowed any of the equipment your Library loans? [1976]

Only 76, or 28.96% answered yes, while 158, or 60.01% answered no, and 29, or 11.02%, did not reply. The highest district "Yes" percentage was Eastplain, 32.81%, followed by Southedge, West, Northedge, and Picken, with 31.18%, 28%, 25%, and 16.66%, respectively. The highest district percentage answering "No" was Northedge, 68.75%, followed by West, Picken, Southedge, and Eastplain with 62%, 58.33%, 58.06%, and 57.81%, respectively. The highest district percentage for "no answer" was Picken, 25%, followed by Southedge, West, Eastplain and Northedge, with 10.75%, 10%, 9.38% and 6.25%, respectively.

Question 6b - Do you think more equipment should be made available? [1976]

Only 53, or 20.15% answered yes, while 95, or 36.12% answered no, and 115 or 43.73% did not reply. The highest district "yes" percentage was Eastplain, 29.69%, followed by Southedge, Northedge, West and Picken, with 20.43%, 15.63%, 14% and 12.56%, respectively. The highest district percentage answering "no" was Picken with 50%, followed by West, Southedge, Northedge, Eastplain, with 40%, 37.63%, 28.13% and 31.25%, respectively. The highest district percentage for "no answer" was Northedge, 53.13%, followed by West, Eastplain, Southedge, and Picken, with 46%, 42.19%, 41.94% and 37.50%, respectively.

While it would appear that a larger number of those responding indicated no support for expansion of the equipment loans (36.12%), a larger percentage (43.73%) did not answer, compared to only 20.15% who said yes. If failure to answer can be interpreted as having no opinion on the matter, then a combined total of 63.88% would either be in favor of, or have no objection to, expansion of this service, compared to 36.12% who would not be in favor.

Question 7 - What do you like best about your Library?

Respondents were given three printed choices, plus an opportunity to write in under "Other." On a District-wide basis, percentage-wise, the choices ranked as follows:

a) Books - 67.78% (162)

Picken ranked highest at 75%, followed by West (72.34%), Eastplain (68.66%), Southedge (64.77%) and Northedge (58.82%). In the 1976 survey, the District-wide average was 63.5%.

b) Programs - 39.75% (95)

Eastplain ranked highest at 46.27%, followed by Southedge (40.91%), Northedge (35.29%), West (34.04%, and Picken (30%). In the 1976 survey, the District-wide average was 40.68%.

c) Equipment Loans - 25.52% (61)

Southedge ranked highest at 28.41%, followed by Eastplain, (26.87%), West (23.40%), Picken (20%) and Northedge (17.65%). In the 1976 survey, the District-wide average was 16.35%.

d) Other - 10.04% (24)

These responses do not appear to have any pattern, except that taken as a whole, they may indicate those features of the Library which have proven striking enough to have evoked spontaneous comments.

B. Testing for the Significance of the Results of the Surveys

A comparison of the results of the 1974 - 1976 surveys (see Page 2) suggests that there appears to be no substantive change in the opinions of all of our sample groups regarding the Library's book collection and services.

Since the sample groups in all four years were approximately the same (1,244; 1,199; 1,184; and 1,1860) and the percentage and number of returns were approximately the same (226; 271; 263; and 239, averaging 20.76% for the four years), the following table indicates one could be reasonably confident that the results were the same (that is, be sure 95 times out of 100) with a tolerance of error averaging 6 - 7%± where the obtained samples are between 196 and 384.

Sample Sizes for Two Levels of Confidence with Varying Degrees of Tolerance (Assuming "Uncertainty" for the Percentage of Occurrence)[a]

Tolerance of Error in Percent (+ or -)	95 times in 100	99 times in 100
0.5	38,400	66,000
.7	19,592	33,673
1.0	9,600	16,500
1.5	4,267	7,333
2.0	2,400	4,125
2.5	1,536	2,640
3.0	1,067	1,833
3.5	784	1,347
4.0	600	1,031
4.5	474	815
5.0	384	660
6.0	267	458
7.0	196	337
8.0	150	258
9.0	119	204
10.0	96	165
15.0	45	74

Abridged and adapted from Table 5 in *Surveys, Polls, and Samples* by Mildred B. Parten (Harper & Row, 1950, page 317) by permission.

The t test was applied to the results. This is a statistical test used to determine whether or not two groups differ from one another, that is, whether or not the results in this case have been elicited from similar population groups.

Using the formula

$$t = \frac{\bar{x}_1 - \bar{x}_2}{\sqrt{\frac{\Sigma(x_1 - \bar{x}_1)^2 + \Sigma(x_2 - \bar{x}_2)^2}{m_1 + m_2 - 2}\left(\frac{1}{m_1} + \frac{1}{m_2}\right)}}$$

where x_1 equals the number of responses from each district in 1976 and $\bar{x}_1$ equals the 1976 District average;

where x_2 equals the number of responses from each district in 1977 and $\bar{x}_2$ equals the 1977 District average;

and m_1 and m_2 each equal the number of districts (5) sampled in 1976 and 1977;

$$\frac{4718}{8} \times .40 = \sqrt{3359} = \frac{4.8}{18327574;}$$

$$t = .2619004$$

Referring to the accompanying table "Critical Values of t" (Part V, Appendix 2), at 8 degrees freedom at .05 level of probability, obtained t of .2619004 is less than table t of 2.306, which indicates that the sample populations for the two years are similar. A "good fit" has been obtained, meaning the results can be compared with reasonable confidence that the chances are 95 out of 100 that the results are valid.

Two additional checks were made to confirm the foregoing conclusion:

1) Since the t test had been applied to the 1974 and 1975 survey respondents, and obtained t in that instance was also less than table t, the 1977 survey respondents were compared with those of 1974; obtained t in this instance was also less than table t, therefore indicating that the survey sample populations did not differ significantly in their composition.

2) The chi^2 analysis was used on a district by district basis for the 1977 and 1976 results, to determine the observed frequency of returns with the expected frequency of returns as a percentage of population each of the 5 districts was to the total number of surveys actually sent in each year. Obtained chi^2 was 8.3634291 and 7.9963734 for 1977 and 1976, respectively, compared to table chi^2 at the .01 level of 9.21 at 4 degrees of freedom, thus further indicating a "good fit": the value of the chi-square as large as could be found in each sample could be expected about 95 times in 100; that is, there is a slim chance, if any, that the sample distributions differ from the population on these characteristics (i.e., the survey findings).

The results of the foregoing tests do not assure that the samples are representative - only that we have evidence to increase our belief that in 1976 and 1977 reasonably representative samples were obtained.

Next, the chi^2 method of analysis was applied first District-wide, then on a district-by-district basis, to determine any statistical inference which might be derived to the four year average of percentage of returns for the whole District, and for each district.

District-wide, the four year average of returns was 20.76%. Obtained chi^2 for the four years was 6.341825 at 3*df* at the .05 level of confidence; table chi-square was 7.815, indicating that the value of chi-square as large as could be found in the total of the four samples could be expected about 95 times in 100.

On a district-by-district basis over the four year period, the average percentage of returns was as follows:

Northedge	11.87%
West	22.48
Eastplain	25.70
Southedge	30.03
Picken	10.04

Application of the chi-square analysis to the above indicated that:

1) For the 1974 - 1976 period, Northedge consistently responded at a significantly higher frequency than would have been expected;

2) For the 1974 - 1977 period, West consistently responded at a lower frequency than would have been expected, although this was statistically significant only for the 1976 and 1974 responses.

3) Eastplain consistently responded at a slightly lower frequency than would have been expected based on the four year average, but in no one year was the rate of non-response statistically significant although obtained chi-square for 1976 and 1977 was 2.4007043 and 3.2351493, respectively. Since table chi-square is 3.841, a trend may be developing.

4) Southedge responded at a statistically significant lower frequency than would have been expected for 1974 and 1977.

5) Picken responded at a statistically significant lower frequency than would have been expected for the entire four year period.

The chi-square test was also applied to Question 3a (What is your opinion of your Library's Adult Book Collection?) not only for each year, but for each district over the four year period, using the four year District average in the following categories:

Excellent	40.08%
Good	47.36%
Fair-Poor	4.68%
No Answer	7.87%

For the District as a whole, over the four year period, no significant deviation was noted, except for 1974, when obtained chi-square was 7.9167743, compared to table chi-square of 7.814. However, obtained chi-square for the four years at *df*3 was 14.398525, compared to table chi-square of 16.919 at the .05 level. Thus we can be reasonably sure that 95 times out of 100 the sample distributions do not differ from the population <u>on this particular finding</u>.

However, in utilizing the same percentages on a district-by-district basis over the four year period, the following results were obtained:

1) Northedge - Obtained chi-square for 1977 and 1976 were 11.245555 and 9.9546585, respectively, compared to table chi-square of 5.991 for *df*2 at the .05 level, primarily because observation of the survey results indicates that a greater than expected frequency of Northedge respondents (5 and 7) in these 2 years <u>did not</u> answer this question, compared to an expected frequency District-wide of 1.34 and 2.54. Over the four year

period, Northedge respondents differed in a statistically significant manner from the District average in this area, i.e., not answering this question.

2) All other districts - No statistically significant variations were determined, except that for Eastplain, obtained chi-square for the four year period was 18.159682, compared to table chi-square 21.666 at the .01 level of confidence at *df* 9, thus possibly indicating that the value of chi-square as large as found in these samples could be expected 99 times in 100, and indicating that on this particular characteristic, Eastplain respondents more closely conform than those of the other districts to this four year District average.

The same technique as described on Page 12 was applied to Question 3c (What is your opinion of your Library's quality of assistance) utilizing the following four year District averages:

Excellent	54.22%
Good	30.62%
*Fair - Poor - No Answer	15.14%

For the District as a whole, over the four year period, no significant deviation was noted, except for 1974, when obtained chi-square was 6.2329959 compared to table chi-square of 5.991. However, obtained chi-square for the four years at *df* 6 was 12.497890 compared to table chi-square of 12.592 at the .05 level of confidence. Thus, we can be reasonably sure that 95 times out of 100, the sample distributions do not differ from the population on this particular finding.

*Due to the methodology of the chi-square technique, it was necessary to combine categories in those situations where no answer was obtained in a category: this is known as "collapsing" data.

Utilizing the same percentages on a district-by-district basis over the four year period, the following results were obtained:

1) West - Obtained chi-square for 1977 was 5.8959534 compared to table chi-square of 3.814 for *df*1 at the .05 level, primarily because observation of the survey results indicates that a greater than expected frequency of West respondents (13) did not answer the question compared to an expected District-wide frequency of 4.48.

2) All other districts - No statistically significant variations were determined.

Although the questionnaire has the statement, "If you checked 'fair' or 'poor' to any of the above, please indicate what areas you think need improvement," few, if any, respondents did so. It is noted that the most significant aspect of this trend are the changes over the four-year period in these two categories:

	1974		1975		1976		1977	
Excellent	133	60.17%	155	57.20%	128	48.67%	120	50.21%
No Answer	13	5.75	20	7.18	31	11.79	30	12.55

It would appear that an increasing number of respondents do not feel capable of rating this aspect of service, as evidenced by the larger number of no answers. While the percentage of respondents checking "excellent" is decreasing, the percentage checking "good" increased slightly form 1974 to 1976, and the percentage in this category for 1977, 30.54%,is about equal to the District-wide, four year average of 30.46%

In addition, for the following, the responses for each district for each category were compared with the four year District percentage average, and on a district-by-district basis for the four year district average using the chi-square test.

Question 4 - How do you find out about your Library's programs and services?

Question 5 - What features of your Library's Newsletter do you find useful?

Question 6 - a) Have you borrowed any of the equipment your [1976] Library loans?

b) Do you think more equipment should be made available?

Question 6 - Which of the... Consumer Bulletins in your Library's [1977] Newsletter did you find useful?

Question 7 - What do you like best about your Library? (Books, Programs, Equipment Loans, Other)

With the exceptions hereafter noted, obtained chi-square was well within normal probability, further indicating it can be assumed with reasonable confidence that the sampling for these questions obtained valid, comparable responses each time over the four year period.

Exceptions were:

Question 4 - How do you find out about your Library's programs and services?

1) Northedge - For 1976 and 1977, the number of persons indicating the Newsletter as a source of information about the Library was somewhat greater than the frequency expected, while the number obtaining information from Newsday was somewhat less than the frequency expected, although neither result is statistically significant.

2) West - In 1976, the number of persons indicating Newsday as a source was less than the frequency expected, and exceeded normal probability.

3) Eastplain - In 1977, the number of persons indicating Newsday as source was more than the frequency expected, and exceeded normal probability, while the number not indicating the Newsletter as a source was less than the frequency expected.

4) Picken - In 1974 and 1975, the number of persons indicating the Library Newsletter as a source was more than the frequency expected, and exceeded normal probability.

Question 5 - What features of your Library's Newsletter do you find useful?

a) Consumer Bulletins -

1) Northedge - Results for 1977 exceeded normal probability, where a greater frequency than would be expected indicated this service as most useful.

2) West - Results for 1976 exceeded normal probability, where a greater frequency than would be expected indicated this service as most useful.

b) Equipment Loans -

1) Northedge - Results for 1977 and 1976 exceeded normal probability, where a greater frequency than would be expected indicated this service as most useful. Although a greater frequency than would be expected also occurred in 1974, this result did not exceed normal probability.

Question 6a - Have you borrowed any of the equipment your Library loans? [1976]

While there were not statistically significant variations, both Eastplain and Southedge had a higher frequency of "yes" answers than would be expected when compared against the District average,

while Northedge and West respondents had a somewhat higher frequency than would be expected of "no" responses. Picken had a higher frequency than would be expected of "no answer."

6b - Do you think more equipment should be made available?

While there were no statistically significant variations, Eastplain had a much higher frequency than would be expected of "yes" answers, and Picken had a much higher frequency than would be expected of "no" answers.

Question 7 - What do you like best about your Library?

Equipment Loans - in 1976, a lesser frequency of respondents than would have been expected (43 compared to 56.44) replied, with obtained chi-square of 4.0749383 at the .05 level of confidence, compared to table chi-square of 3.814. In that year, a greater frequency than would have been expected did not answer this choice in the following districts: West and Eastplain.

C. Assumptions

Having tested for statistical significance and having found that, except as noted heretofore, the results are well within the normal range of probability, it is clear that a review of the returns for the four year period indicates that the following trends are in evidence (see Page 2):

1) The opinion of those surveyed regarding the quality of both adult and children's book collections seems to be more or less consistent; however, there appears to be a downward trend in the survey groups' responses regarding the quality of assistance. An analysis of the actual returns for each year indicates that while a higher percentage of respondents each year are not answering the question (i.e., 13 or 5.75% in 1974, compared to 30 or 16.55% in 1977), there is also a decline in the percentage each year who rate quality of assistance, "excellent." This trend deserves investigation.

2) The Library Newsletter continues to be the main source of information about Library programs and services.

3) There appears to be a definite upward trend in the features found most useful in the Newsletter:

   a) Description of services (62.34% in 1977 compared to 56.63% in 1974);

   b) Program announcements (63.18% in 1977 compared to 50.88% in 1974);

   c) Consumer information (55.65% in 1977 compared to 43.36% in 1974).

However, there may or may not be a trend in the area of equipment loans - if there is, it is slight.

IV. CONCLUSIONS AND RECOMMENDATIONS

It would appear that the Library should continue with the policies outlined in the Five-Year Objectives and the Public Relations Policy. Community sentiment, as revealed by the series of four surveys, would seem to support the Library's endeavors.

In view of the results obtained from the application of the t test (page 11) and the chi-square analysis to confirm "goodness of fit" (page 12), it can most probably be conjectured that the respondents over the four year period are library patrons, possessing these most commonly associated characteristics as revealed by various studies:

a) Better educated (i.e., completed more than high school, and probably more than one year of college);

b) Higher income level;

c) More information-oriented;

d) Disposed to reading;

e) Probably women, in the majority of cases, but if male, in a professional, managerial or white-collar occupation.

Unfortunately, at no time over the four year cycle were respondents' ages or sex solicited, so it is not possible to determine whether respondents conform on all counts to the composite profile of a public library user. Neither is it possible to determine to what degree the Library has encouraged infrequent or non-users, to avail themselves of Library services.

Nonetheless:

1. The impact of the Newsletter and the dissemination of consumer information appear to have had great effect.

2. Steps should be taken to try to determine the reason for the downward trend in the survey respondents' evaluation of quality of assistance.

3. In accordance with the Library's Public Relations Program, the last survey in the series should be conducted in 1978. Thereafter, a new series should be instituted when the decennial Federal census data becomes available (probably 1982) to enable comparisons to be made with the census' demographic data.

PLAINEDGE PUBLIC LIBRARY

TABULATION OF COMMUNITY SURVEY - January 1977
(Copy Attached)
Mailed 1/13/77 to every 5th home in the Plainedge School District, starting with the 4th name on mailing list.

			1974					1975					1976				
ame	ED	Color	# Sent	%	# Ret	% tot sent to dist	% tot ret	# Sent	%	# Ret	% tot sent to dist	% tot ret	# Sent	%	# Ret	% tot sent to dist	% tot ret
orthedge	1	pink	140	11.25	24	17.142	10.62	141	11.76	28	19.86	10.33	145	12.25	32	20.07	12.16
est		blue	276	22.19	40	14.500	17.70	283	23.60	56	19.78	20.66	284	23.99	50	17.61	19.01
astplain	2	yellow	323	25.96	74	22.810	32.74	309	25.77	76	24.59	28.04	290	24.49	64	22.07	24.33
outhedge	3	green	399	31.27	66	16.966	29.20	354	29.55	93	26.27	34.32	336	28.38	93	27.67	35.36
icken		golden	116	9.32	22	18.965	9.73	112	9.34	18	16.07	6.64	129	10.90	24	18.60	9.13
		Total	1244		226	18.16		1199		271	22.60		1184		263	22.12	

a) Approximately how often do you use your Library?

		2x wk.		1x wk.		2x mo.		1x mo.		2x yr.	
Northedge	17		%	1	5.80%	6	35.29%	5	29.41%	3	17.65%
West	47	4	8.51	9	19.15	18	38.30	8	17.02	3	6.38
East	67	9	13.43	17	25.37	18	25.37	18	26.87	1	1.50
Southedge	88	7	7.95	24	27.27	18	20.54	20	22.73	5	5.68
Picken	20	2	10.00	2	10.00	8	40.00	2	10.00	2	10.00
Total	239	22	9.21	53	22.18	68	28.45	53	22.18	14	5.86

27 A

1977

# Sent	%	# Ret	% tot sent to dist	% tot ret
139	11.72	17	12.23	7.11
230	20.15	47	19.66	19.66
315	26.56	67	21.27	28.03
367	30.94	88	23.98	36.82
126	10.62	20	15.87	8.36
1186		239	20.15	

1x yr.	%	Other	
		2	11.76%
1	2.13	3	6.38
1	1.50	3	4.47
4	4.50	9	10.23
1	5.00	3	15.00
7	2.93	20	8.37

1. (Continued)
b) If you don't use your Library as often as you'd like, please indicate reason:

		Lack of Transportation		Lib. Hrs. not Convenient		Other		Reasons
Northedge	17	4	23.53%	1	5.88%	3	17.65%	One car in family; Distance from home; Other library closer; No morning or afternoon classes for senior citizens; Do not have as much time to read as I used to; Can't walk to library.
West	47	3	6.38	0		15	31.91	For community, hours are good - bad for someone who works 6 days a week in Manhattan; Lack of time; Young children at home; Work full time; Belong to book clubs;
Eastplain	67	5	13.40	4	5.97	10	14.93	Library should be open on Sundays, at least 4 hours; Lack of time; Wish for later hours Fri. and Sat.; Not enough info for college research; Out of town often;
Southedge	88	15	17.05	5	5.68	19	21.59	Don't see too good (senior citizen); Have infant to care for; No occasion to use library; It would be nice to implement Sunday hours as in Massapequa; Not enough free time; Library too noisy - librarians assistance not readily forthcoming; No need; Inconvenient location - traffic too congested for kids to go alone; Usually walk, but bad weather prevents it;
Picken	20	3	15.00	1	5.00	2	10.00	Too far; No time; No students in family - belong to 3 book clubs;
	239	30	12.55	11	4.60	49	20.50	

c) If you use another public library in Nassau County, please indicate reason:

		Closer to Home		Better Book Collection		Other		
Northedge	17	2	11.76%	-	%	-	%	-
West	47	-		2	4.25	7	7.95	Convenient to job; Better reference materials; Use for reference, not borrowing; Larger old mystery collection; All reference things used when kids get assignments from school.
Eastplain	67	-		3	4.48	7	10.45	Occasionally use Farmingdale when PPL does not have books; When I'm in area; Levittown has better business collection; More convenient.
Southedge	88	1	1.14	1	1.14	6	6.82	Reference librarian helpful - quieter atmosphere; Near RR station; Better selection for certain subjec
Picken	20	2	10.00	-		1	5.00	Interested in geneological research
	239	5	2.09	6	2.51	21	8.79	

2. If you have children or students in your household, please check the following:

	a) Number						b) Age Levels				
	(1)	(2)	(3)	(4)	(5)	(6+)	(2 & under)	(3 - 5)	(6 - 12)	(13 - 18)	(18+)
Northedge	2	5	6	-	-	-	6	3	4	4	2
West	11	13	8	3	1	-	4	5	13	12	11
Eastplain	6	21	14	15	2	-	3	10	22	20	14
Southedge	14	28	18	3	2	3	7	13	23	29	24
Picken	5	4	2	2	-	-	1	-	5	8	5
	38	71	48	23	5	3	21	31	67	73	56

3. (See Page 4 for tabulation of this question.)

3. What is your opinion of your Library's

a) Adult book collection?

	1974 Survey										1975 Survey										1976 Survey									
	Tot.	Excel.		Good		Fair		Poor		No Ans.		Tot.	Excel.		Good		Fair		Poor		No Ans.		Tot.	Excel.		Good		Fair		Poor		No Ans.	
		#	%	#	%	#	%	#	%	#	%		#	%	#	%	#	%	#	%	#	%		#	%	#	%	#	%	#	%	#	%
North.	24	13	54.00	7	29.16	2	8.30	-		2	8.33	28	7	25.00	16	57.14	2	7.14	-		3	12.00	32	14	43.75	10	31.25	1	3.12	-		7	21.88
West	40	13	32.50	22	55.00	-		-		5	12.50	56	23	41.07	27	48.21	3	5.35	-		3	5.66	50	16	32.00	28	56.00	1	2.00	-		5	10.00
East.	74	38	51.50	30	40.54	2	2.70	-		4	5.41	76	39	51.32	27	35.52	5	6.57	1	1.32	4	5.26	64	22	34.37	36	56.25	5	7.82	-		1	1.56
South.	66	26	39.39	28	42.42	3	4.54	1	1.51	8	8.79	93	40	43.00	40	43.00	8	8.60	-		5	5.38	93	32	34.41	49	52.69	5	5.38	-		7	7.52
Pick.	22	8	36.36	13	59.09	-	-	-	-	1	4.50	18	8	44.44	9	50.00	1	5.55	-	-	-	-	24	11	45.83	8	33.33	1	4.16	-		4	16.66
	226	98	43.36	100	44.25	7	3.10	1	.004	20	8.85	271	117	43.17	119	43.91	19	7.00	1	.004	15	5.54	263	95	36.13	131	49.81	13	4.94	-		24	9.13

b) Children's materials?

North.	24	9	37.50	9	37.50	1	4.10	-		5	20.83	28	12	42.85	8	28.57	2	7.14	-		6	21.42	32	13	40.63	8	25.00	-		-		10	31.25
West	40	11	27.50	16	40.00	1	2.50	-		12	30.00	56	20	35.71	24	42.86	3	5.36	-		9	16.07	50	16	32.00	22	44.00	2	4.00	-		11	22.00
East.	74	38	51.35	21	28.37	2	2.70	-		13	17.56	76	25	32.89	19	25.00	3	3.94	1	1.32	28	36.84	64	22	34.38	26	40.63	1	1.56	-		15	23.44
South.	66	27	40.90	19	28.70	1	1.50	-		19	28.79	93	33	35.48	33	35.48	3	3.22	-		24	25.81	93	31	33.33	37	39.78	6	6.45	-		19	20.43
Pick.	22	5	22.72	12	54.54	-	-	-		5	22.72	18	8	44.44	9	50.00	2	1.11	-	-	-	-	24	6	25.00	5	20.83	-	-	-		13	54.17
	226	90	39.81	77	34.07	5	2.21	-		54	23.89	271	98	36.16	93	34.32	13	4.80	1	.001	67	24.72	263	88	33.46	98	37.26	9	3.42	-		68	25.86

c) Quality of assistance?

North.	24	15	62.50	6	25.00	-		1	4.00	2	8.33	28	17	60.71	7	25.00	1	3.57	1	3.60	2	7.14	32	15	46.88	11	34.38	-		1	3.12	6	18.75
West	40	22	55.00	13	32.50	1	2.50	-		4	10.00	56	31	55.36	18	32.14	3	5.36	2	3.57	2	3.57	50	30	60.00	13	26.00	1	2.00	-		6	12.00
East.	74	50	67.56	16	21.60	1	1.35	1	1.35	6	8.10	76	51	67.10	16	21.05	1	1.32	1	1.32	7	9.21	64	26	40.63	27	42.19	3	4.69	1	1.56	8	12.50
South.	66	36	54.54	21	31.80	4	6.06	1	1.51		-	93	49	52.68	33	35.48	5	5.38	-		6	6.45	93	43	46.24	32	34.41	10	10.75	1	1.02	7	7.53
Pick.	22	13	59.09	8	36.36	-	-	-	-	1	4.55	18	7	38.88	6	33.33	2	1.11	-	-	3	16.66	24	14	58.33	5	20.83	1	4.16	-	-	4	16.66
	226	136	60.17	64	28.32	6	2.65	3	1.33	13	5.75	271	155	57.20	80	29.52	12	4.43	4	1.48	20	7.38	263	128	48.67	88	33.46	15	5.70	3	1.14	31	11.79

1977 Survey

Tot.	Excel.		Good		Fair		Poor		No Ans.	
	#	%	#	%	#	%	#	%	#	%
17	4	23.53	8	47.06	-	-	-	-	5	29.41
47	16	34.04	27	57.45	-	-	-	-	4	8.51
67	30	44.78	30	44.78	3	4.48	-	-	4	5.97
88	34	38.64	47	53.41	3	3.41	-	-	4	4.55
20	6	30.00	11	55.00	1	5.00	-	-	2	10.00
239	90	37.66	123	51.46	7	2.93			19	7.95
17	5	29.41	8	47.06	-	-	-	-	4	23.52
47	16	34.04	19	40.43	-	-	-	-	12	25.53
67	25	37.31	21	31.34	2	2.99	-	-	19	28.36
88	34	38.64	33	37.50	1	1.14	-	-	20	22.73
20	5	25.00	8	40.00	1	5.00	-	-	2	10.00
239	85	35.56	89	37.24	4	1.67			57	23.85
17	9	52.94	8	47.06	-	-	-	-	-	-
47	23	48.94	11	23.40	-	-	-	-	13	27.66
67	36	53.73	20	29.85	5	7.46	-	-	6	8.95
88	42	47.73	26	29.55	7	7.95	-	-	9	10.23
20	10	50.00	8	40.00	-	-	-	-	2	10.00
239	120	50.21	73	30.54	12	5.02			30	12.55

3. (Continued)
If you checked "fair" or "poor" to any of the above, please indicate what areas you think need improvement:

Northedge: -

West: Desk clerks rude - as if you were a nuisance, interrupting their hen party - they are there as aides - to serve and should behave accordingly.

Eastplain: Need more help on floor to assist; More copies of best-sellers and more 21-day books; Attitude of personnel; There should be someone working both sides of circ. desk due to long wait to pay fines; On kids school books - need more books with more choices; On behalf of staff I sometimes feel there is a lack of response to the public, sometimes they are not so eager or interested to help with a problem.; I'm a college student and I have many problems finding sufficient research materials - definitely needs improvement in this area; Younger students treated unfairly in adult section.

Southedge: Need more business related, specifically management theory, human behavior, motivation; Help given to children who cannot find what they are looking for; A little more VIP treatment when asking the location of a book and if available at other libraries; Not enough help or supervision; (Personnel always helpful and courteous). Damaged books should be repaired immediately - often have to repair books myself before letting my child read; Current books.

Picken: Not enough good and newer books.

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4. How do you find out about your Library's programs and services?

	Tot.	Lib.Newsletter		News		Times		Mass.Post		Beth.Trib.		Other	
	Pennysaver		Newsday		Press		Plaintalk		Observer		Radio		
North.	17	- -	16 94.12%	2 11.76	-	-	2 11.76	-	-	-	-	-	-
West	47	5 10.64	42 89.36	10 21.28	5 10.64	-	9 19.15	-	-	-	3 6.38	1 2.12	
East.	67	5 7.46	65 97.01	34 50.75	2 2.99	-	-	3 4.48	1 1.49	-	2 2.99	5 7.46	
South.	88	15 17.04	77 87.50	21 23.86	4 4.55	1 1.14	17 19.32	6 6.82	-		1 1.14	5 5.69	
Pick.	20	- -	15 75.00	6 33.00	2 10.00	2 10.00	5 25.00	1 5.00	1 5.00	1 5.00	3 15.00	2 10.00	
	239	25 10.46	215 88.96	73 30.54	11 4.60	3 1.25	33 13.80	10 4.18	2 .008	1 .004	9 3.77	13 5.44	

5. What features of your Library's Newsletter do you find useful? (You may check more than one.):

	1974 Survey								1975 Survey							
	Tot.	Cons.Inf. #	Cons.Inf. %	Des.Serv. #	Des.Serv. %	Eqpt.Avail #	Eqpt.Avail %	Prog.Ann. #	Prog.Ann. %	Tot.	Cons.Inf. #	Cons.Inf. %	Des.Serv. #	Des.Serv. %	Eqpt.Avail. #	Eqpt.Avail. %	Prog.Ann. #	Prog.Ann. %
North.	24	9	37.50	12	50.00	13	54.16	10	41.60	28	14	50.00	18	64.29	18	64.29	17	60.71
West	40	21	52.50	23	57.50	19	47.50	22	55.00	56	28	50.00	30	53.57	29	51.78	33	58.93
East.	74	29	39.18	44	59.45	40	54.05	43	58.10	76	32	42.10	38	50.00	37	48.68	31	40.79
South.	66	25	37.87	34	51.51	35	53.03	28	42.42	93	42	45.16	53	56.99	45	48.39	53	56.99
Pick.	22	14	63.63	15	68.18	11	50.00	12	54.54	18	14	77.77	13	73.22	10	55.55	7	38.88
	226	98	43.36	128	56.63	118	52.21	115	50.88	271	130	47.97	152	56.09	139	51.29	141	52.02

Other (Please describe)		
North.	- -	No comments were listed in 1974
West	- -	" " " " " "
East	2 -	" " " " " "
South.	1 -	" " " " " "
Pick.	- -	" " " " " "

-	Entire booklet informative
-	Whole newsletter is excellent
-	Whole newsletter excellent; courses of study available for college credit
2	Very informative in all areas; entire newsletter
-	Fabulous services

1976 Survey

Tot.	Cons.Inf. #	Cons.Inf. %	Des.Serv. #	Des.Serv. %	Eqpt.Avail. #	Eqpt.Avail. %	Prog.Ann. #	Prog.Ann. %
32	11	34.38	23	71.88	14	43.75	13	40.63
50	32	64.00	28	56.00	22	44.00	29	58.00
64	32	50.00	40	62.50	24	37.25	28	43.75
93	47	50.54	54	58.06	45	48.38	44	47.31
24	13	54.17	14	58.33	8	33.33	10	41.66
263	135	51.33	159	60.46	113	42.97	124	47.15

1 - Enjoy Plainedge history stories; chil.prog.

- Articles on Plainedge history were delightful and of continuing interest; entire newsletter is extremely informative and the programs and services offered excellent everything about the newsletter is interesting and informative

3 - Educational programs; enjoying bicentennial articles; newsletter generally useful; new letter truly outstanding in format, content and readability.

- Activities; courses; enjoy entire newsletter; Plainedge historical articles.

- Mail order book loans; L.I.history articles trips and activities.

1977 Survey

Tot.	Cons.Inf. #	Cons.Inf. %	Des.Serv. #	Des.Serv. %	Eqpt.Avail. #	Eqpt.Avail. %	Prog.Ann. #	Prog.Ann. %
17	13	76.47	11	64.71	15	88.24	12	70.59
47	27	57.45	33	70.21	24	51.06	30	63.83
67	39	58.21	38	56.72	39	58.21	52	77.61
88	43	48.86	56	63.64	44	50.00	47	53.41
20	11	55.00	11	55.00	10	50.00	10	50.00
239	133	55.65	149	62.34	132	55.23	151	63.18

1 - Different courses; Newsletter is excellent.

6 - Enjoyed articles on Plainedge history; It is a great letter; All features - I like to read the whole thing; I find everything in newsletter useful.

4 - Consider present content adequate for our needs; Newsletter very useful - enjoy every feature - it is a valuable source of info; Keep my newsletter handy; Enjoy everything.

6 - Manner presented is good; Always avid readers but newsletter draws us to programs.

1 - Local history.

6. Which of the following Consumer Bulletins in your Library's Newsletter did you find useful?

	North. 17		West 47		East 67		South. 88		Picken 20		Totals 239	
	#	%	#	%	#	%	#	%	#	%	#	%
Women and Credit	4	23.53	12	25.53	17	25.38	12	13.64	5	25.00	50	20.92
How Property is Assessed	7	41.18	27	51.45	29	43.28	43	48.86	11	55.00	117	48.95
Fall Pruning Tips	4	23.53	19	40.42	19	28.36	26	29.55	3	15.00	71	29.71
Refreezing Food	9	52.94	18	38.30	23	24.33	29	31.95	8	40.00	87	36.40
Turkey-Year-Round Bargain	4	23.53	12	25.53	10	14.93	10	11.36	4	20.00	40	16.74
What Consumers Can Expect in 1976	9	52.94	18	38.30	28	41.80	30	34.09	12	60.00	97	40.59
Strawberries	1	5.88	10	21.28	12	17.91	7	7.95	2	10.00	32	13.39
How to Fill Out Your Income Tax	4	23.53	17	36.17	21	36.34	17	19.32	5	25.00	64	26.77
Tel-Med: Health Info by Telephone	5	29.41	13	27.66	23	32.32	21	23.86	4	20.00	66	27.62
Metric Measurements for Packaged Liquor	1	5.88	11	23.40	12	17.91	10	11.36	3	15.00	37	15.48

Listing in Descending Order of Popularity

How Property is Assessed	117	48.95%
What Consumers Can Expect in 1976	97	40.59
Refreezing Food	87	36.40
Fall Pruning Tips	71	29.71
Tel-Med: Health Info by Telephone	66	27.62
How to Fill Out Your Income Tax	64	26.77
Women and Credit	50	20.92
Turkey-Year-Round Bargain	40	16.74
Metric Measurements for Packaged Liquor	37	15.48
Strawberries	32	13.39

7. What do you like best about your Library:

	Tot.	Books		Programs		Equipment Loans		Other		
Northedge	17	10	58.82%	6	35.29%	3	17.65%	2	11.76%	Physical setting and staff; Consumer info; Parking facilities; Liked when library had morning or afternoon classes for adults at small fees.
West	47	34	72.34	16	34.04	11	23.40	6	12.77	Our library has everything, not only great reading and all the newest material but children's and evening programs; Craft corner, children's games, records, language tapes, community announcements - and my kids love the stairs; Service; Everything; Classical recordings; Perfectly suited to community - growth takes place slowly - its been worth the wait (and taxes); Flea market; Handicrafts section; Free programs for kids and adults; Reference for educational needs - consumer info - copy machine; Library in general; Can go there and it might be crowded but I can still be alone.
East	67	46	68.66	31	46.27	18	26.87	4	5.97	Flowers; Reference; Very efficient, helpful librarian courteous and concerned; Library more helpful and enjoyable in all areas - looking forward to continued advances; Evening lectures and how-to programs; Friendliness and patience to answer questions; Record Movies; Programs offered excellent and hope to take advantage in the future; Children's programs; Adult Ed
South	88	57	64.77	36	40.91	25	28.41	10	11.36	Personnel excellent, helpful and very courteous; Books - selections are excellent; Cost to us compared to what is offered (magic); Everything; Courtesy and helpful attitude of the workers; Children's movies; Pleasant atmosphere; Movies for my grandchildren; My little girl loves weekly excursion to library; Copy machine: Flea Market; Library's help; Book selection; Well equipped library run by helpful personnel; Children's story hour; Records and tapes.
Picken	20	15	75.00	6	30.00	4	20.00	2	10.00	Everything; Library is beautiful inside - like displays; Peaceful.
	239	162	67.78	95	39.75	61	25.52	24	10.04	

8. What do you like least about your Library?

Northedge: Loan equipment should not be library function; Not as close as Bethpage - less traffic; Not within walking distance for kids - not enough parking; Evening classes too expensive; Children's programs every Saturday instead of 1, 2 month.

West: Mailing incorrect size envelopes to mail questionnaires; Too much equipment to be loaned out; Poor condition or complete lack of reference materials; Difficult getting new books without reserve list; The library that I pay taxes for is always among the leasders, as to the (tax) rate - The library should be run as the definition of the word "library" explains, to handle - Also the loans of equipment cost me money - run the library the way it should be run and cut the tax rate; The rather jumbled "variety" books given catalog code no..hard to find specific books generally; The noisy gangs that hang around the parking lot and entrance: At certain times parking can be a problem; My husband attends college in the evening so I have to find college materials that may be needed, very often the materials he needs are old for research - If there was a way to be in contact with the school first for a checklist; NOISE: The fact that it is not open on Sunday just to browse; It is too far from my home and without a car it is difficult to attend most programs and classes; Noisy children running all over, no reference on new books; I feel the pamphlet file (U.S.) could be much better; Reference could be better.

Eastplain: I feel our library has a variety of programs and services to offer and there isn't anything I don't like about it; Librarians could be of more assistance; It is a fine library except when one attempts to do work in the library, he might as well be in a boiler factory; It seems everyone, staff included, think they are out in the street talking and all have forgotten that quiet is the way it was years ago; The waiting list for requested books - how about paperback editions; Parking when classes are held; Smallness - someday could be expanded; Difficult to get there; Like everything but if something had to be removed we would choose the equipment loans. Should be better selection and more supply of novels and paperbacks; Not having books I needed; Not enthusiastic with method of marking paperbacks as it is too dificult to remember due dates; Parking lot too small; Closed Sundays during winter; Waiting list too long; Teens use library as a hangout - they need a place for themselves; Condition of 8mm films; Treatment of certain people in adult section; lack of specific materials; Cluttered and noisy; Noisy teens: Library should be for books - not lawnmowers; Business reply envelope costs 25¢ - this type of reply not worth 25¢; Not very good reference and nonfiction section; Don't like turnstiles; Lack of materials, management of periodicals; Noisy children and students; The sometimes wast of money in the landscaping of the grounds - I personally saw the maintenance man dig up and discard beautiful flowering plants to put in other types of plants - this leads me to believe that perhaps the library has too much money.

8. What do you like least about your Library? (Continued)

Southedge: Too noisy; No proof book was returned, lost cards and misplaced books have been small problem; Librarians talk loudly - not good for study or concentration; Those doors - they are too heavy, cumbersome - your library will be sued one day; Availability of new books; Clutter in the foyer listing the various events detracts from the displays - youngsters hanging out around the entrance; Not enough changeover in new books; Not enough copies of best sellers; Too far from my house; Waiting to borrow equipment - should be more of each item; Should have later hours and possibly Sunday for a few hours; Equipment loans - not the job of the the library to be a lending service to lawns; Reserve list for taking out popular books; Citizens are not actively consulted for books we'd like to see in collection; The noise level - there should be a room where people may speak to each other; Most adults use library on Sat. - it closes too early that day; Conductof boys in or outside doors is unruly and abusive; Magazine section - very rare that I'm able to get a current mag - cassettes in poor condition - no current listing of cassettes; Lack of enthusiasm of some of the staff who are there to assist us; Not enough new books; Not being open on Sunday; 7-day book loans too short; Can't find one negative opinion; Distance from home; Children's section too boisterous at times; The noise level - it need not be a church but it is frequently difficult to concentrate due to the noise - and frequently it is the staff that creates the noise; More copies of newer books; Failure to receive info of events, programs, and general activities of library; Wish bathrooms were not locked - inconvenient for a "newly trained child."

Picken: Don't need equipment loan; The turnstile implies that I am a thief; Policy of not forgiving on damage to records and when once a year all book fines are reased; Too hard to find parking; Sometimes confusing to find books - especially upstairs - signs too small; Reference librarian gives too much info; Not enough recent fiction on WWII; Too many books on cats and dogs - not enough on birds, parrots; Unnecessary equipment loans; Its not next door to me.

9. Do you have any comments or suggestions about your Library not covered above?

Northedge: What happened to flower arranging course and other crafts you had 2 years ago, only had to pay cost of materials; Library should have backdated newspapers available to public (at least 1 year); My seven year old son enjoys going to see the shows on Saturday.

West: Better paintings to borrow; Too much equipment loaned; This questionnaire is a good idea - I hope it is useful; Is there a playpen available in the adult section for wandering toddlers; You can never expect to reduce costs unless you do something about it - I am a design engineer in a company that is cutting down to the bone, with no cost of living increase; Heating temp too high in winter; I don't go to the library; You are to be commended for presentation of programs; Being someone who works 6 days - Sunday is the only day that I could visit - I know a lot of my friends feel the same way; It's one of the best libraries I've ever used - I like everything about it including the personnel; On the whole, I feel we have an excellent library in Plainedge - keep up the good work; Do more about vandalism; The microfilm machine could be in better working condition; We are quite satisfied with out library - we think the programs are excellent.

Eastplain: I would like to take courses during the summer months; Go back to being a library; Excellent in all areas; Record collection seems poorly organized and filed; Parking a problem during special events; Thank you for doing a fine job - keep up the good work; This library needs supervision - dreadfully noisy - no decorum or discipline; You are overstaffed and underworked - the "workers" stand in twos and threes chatting; School material is definitely lacking; Not enough research materials for school projects; Less big items available and more library materials; Library should be open on Sunday; Educate all users, better yet - re-educate all users about the old concept that quiet is synonomous with the interior of a library; Keep up the good work; Want Sunday opening; Although I don't use the library as much as I should I am quite proud of the programs and help you can receive there; Feel our library is one of the most positive aspects of our community - keep it up; Flea market is great; Should be two fine-free periods during year; Think we have a great library; Larger selection of super 8 films; More scientific materials.

Southedge: Keep up good work; Enjoy library, it is an asset to the community; Overall library has shown great improvement during past several years, criticisms minor compared to value; Possibly Sunday hours would be great - section for new book arrivals; Would appreciate more direct communication; Continue doing as well as you are; Wish the school board would take a lesson from the library as to services to the people and giving the most for our money; Equipment loans; Building is physically comfortable however I'd love a couple of easy chairs for a cozy reading nook in the adult section; Very helpful staff; More bus trips - marvelous idea; Larger travel section - more pamphlets; Everything about library is excellent (the best), I brag about the PPL (the truth). Some sort of permanent registration whereby there would be a savings on printing and typing of library cards; Children go to school until 4-5 p.m. and we observe the Sabbath so it would be great if library could open on Sundays 4-5 hours; For the few times I have used it it has been convenient and useful; Ceramics and beginners bookkeeping courses;

Continued -

9. Do you have any comments or suggestions about your Library not covered above? (Continued)

Southedge (Continued): It's so complete I brag about it to outsiders; You have book sales, how about picture sales?; Deposit box should be open evening; Possibility of borrowing a rinse-ovac to wash and clean rugs and borrowing comptometer for longer than one day, if we had one; Pretty pleasant on the whole; Nice place to visit; Would like library to open on Sunday; Facilities, books, staff most accommodating and friendly; In answer to 3C - Librarians on floor not very helpful, but in general clerks behind check-out and Mr. Eisner are very helpful. I think areas of improvement is in assisting - none seems to be around when you need them. I have found that it depends on who is helping, there are a few women who are extremely helpful, others that I've had contact with were vague and strongly conveyed the message that I was interrupting their personal reading and that they really didn't want to expend too much energy in helping. Librarians shouldn't shunt you around from person to person; "Dear Sirs: I am sorry that I cannot fill out the questionnaire. I do not have any children that use the facilities and I have never used them. Friends that have think it is great. From the newsletter you offer a lot in all fields."

Picken: Everyone in household finds library satisfactory. Should offer Iralian and French in daytime; Would like more history in newsletter; Would like some programs on different nights.

Optional signing of name and address:

	1974	1975	1976	1977
North.	19 out of 24 returned - 79.1%	20 out of 28 returned - 71.42%	26 out of 32 returned - 81.25%	12 out of 17 returned - 70.60%
West	23 out of 40 returned - 57.5%	39 out of 56 returned - 69.64%	33 out of 50 returned - 66.00%	29 out of 47 returned - 61.70%
East.	50 out of 74 returned - 67.5%	52 out of 76 returned - 68.42%	42 out of 64 returned - 65.62%	37 out of 67 returned - 55.22
South.	46 out of 66 returned - 69.6%	59 out of 93 returned - 63.44%	58 out of 93 returned - 62.37%	58 out of 88 returned - 65.91
Picken	13 out of 22 returned - 59.0%	10 out of 18 returned - 55.55%	16 out of 24 returned - 66.66%	10 out of 20 returned - 50.00
	151 226 66.8%	180 271 66.42%	175 263 66.54%	142 239 59.41%

PLAINEDGE PUBLIC LIBRARY
1060 Hicksville Road
Massapequa, New York 11758

Dear Friend.

We need your assistance. We'd like to find out what you and your family think about the services and facilities of your library. Won't you take a few minutes to answer the questions on this form? All you have to do is check the appropriate boxes. Then, return the form in the enclosed, postage-paid envelope or, drop it off at the library on your next visit.

You don't have to sign this, but if you do, also indicate your address, so I can tell you the results. Thanks for your cooperation.

Joseph Eisner
Library Director

1] Approximately how often do you use your library?

a] [ ] Twice a week [ ] Once a week [ ] Twice a month [ ] Once a month
[ ] Twice a year [ ] Once a year [ ] Other (please describe): _____

b] If you don't use your library as often as you'd like, please indicate reason:

[ ] Lack of transportation [ ] Library hours not convenient [ ] Other (please describe):

_____

_____

c] If you use another public library in Nassau County, please indicate reason:

[ ] Closer to home [ ] Better book collection [ ] Other (please indicate).

_____

_____

2] If you have children or students in your household, please check the following:

a] Number [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 or more

b] Age levels [ ] 2 and under [ ] 3 - 5 [ ] 6 - 12 [ ] 13 - 18 [ ] 18+

3] What is your opinion of your library's

a] adult book collection? [ ] Excellent [ ] Good [ ] Fair [ ] Poor

b] children's materials? [ ] Excellent [ ] Good [ ] Fair [ ] Poor

c] quality of assistance? [ ] Excellent [ ] Good [ ] Fair [ ] Poor

if you checked "fair" or "poor" to any of the above, please indicate what areas you think need improvement:

_____

_____

4] How do you find out about your Library's programs and services? (Please place the number "1" before source most frequently consulted, the number "2" before the next most frequent source, etc; leave blank sources not consulted at all.)

[ ] Library Newsletter [ ] Newsday [ ] Daily and/or Sunday News [ ] L.I.Press
[ ] Sunday Times L.I.Section [ ] Plaintalk [ ] Massapequa Post [ ] Observer
[ ] Bethpage Tribune [ ] Pennysaver [ ] WHLI [ ] WGBB [ ] WINS [ ] Other (please describe):

_____

_____

5] What features of your Library's Newsletter do you find useful (you may check more than one):

[ ] Consumer Information [ ] Description of services [ ] Equipment available for loan [ ] Program announcements [ ] Other (please describe):

_____

_____

6] Which of the following Consumer Bulletins in your Library's Newsletter did you find useful? (Please place the number "1" before most useful, number "2" before next most useful, etc; leave blank those not felt to be of use to you or your family.)

[ ] Women and Credit
[ ] How Property Is Assessed
[ ] Fall Pruning Tips
[ ] Refreezing Food
[ ] Turkey-Year-Round Bargain
[ ] What Consumers Can Expect in 1976
[ ] Strawberries
[ ] How to Fill Out Your Income Tax
[ ] Tel-Med: Health Info by Telephone
[ ] Metric Measurements For Packaged Liquor

7] What do you like best about your Library?

[ ] Books [ ] Programs [ ] Equipment loans [ ] Other (please describe):

_____

_____

8] What do you like least about your Library?

_____

_____

9] Do you have any comments or suggestions about your Library not covered above? If so, please note them:

_____

_____

OPTIONAL: Name _____

Address _____ P.O. Zip

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